

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE		PAGE OF PAGES 1 5	
2. AMENDMENT/MODIFICATION NO. 000001		3. EFFECTIVE DATE 09/06/2012		4. REQUISITION/PURCHASE REQ. NO.	
5. PROJECT NO. (If applicable)		6. ISSUED BY RTPPOD		7. ADMINISTERED BY (If other than Item 6) RTPPOD	
CODE		CODE		CODE	
RTPPOD US Environmental Protection Agency 109 T.W. Alexander Drive Mail Code: E105-02 Research Triangle Park NC 27709		RTPPOD US Environmental Protection Agency 109 T.W. Alexander Drive Mail Code: E105-02 Research Triangle Park NC 27709			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)		(x)		9A. AMENDMENT OF SOLICITATION NO. RFQ-RT-12-00168	
		x		9B. DATED (SEE ITEM 11) 08/30/2012	
				10A. MODIFICATION OF CONTRACT/ORDER NO.	
				10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE			

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended. ☒ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return _____ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Dell Server Maintenance - OARM

The purpose of this amendment is to replace the Schedule/Description of Services initially sent out with RFQ-RT-12-00168 and to answer questions from vendors in regards to this RFQ.

The New Schedule/Description of Services is attached to this Amendment and replaces the initial Schedule/Description of Services.

Questions to this RFQ are answered in the pages following the New Schedule/Description of Services.

The due date for this RFQ remains 09/14/2012.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Christopher Davis	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED

Description of Services

Maintenance is for the following Dell Equipment located at 109 T.W. Alexander Drive, Research Triangle Park, NC, 27711-0001:

Item No.	Description	Service Tag:	Price
1.	PowerEdge R710	6Q3KVH1	
2.	Power Edge 2950	32ZYTF1	
3.	Power Edge 2950	8JBLWG1	
4.	Power Edge 2950	7BXV3H1	
5.	Power Edge 2950	6BXV3H1	
6.	Power Edge 2950	568LX1S	
7.	Power Edge 2950	668LX1S	
8.	Power Edge 2950	FDTLMH1	
9.	PowerEdge R710	5YK00L1	
10.	PowerEdge R710	6YK00L1	
11.	Power Edge 2950	DDTLMH1	
12.	PowerEdge R710	7YK00L1	
13.	PowerEdge R710	3299WL1	
14.	Power Edge 2850	DGSR6B1	
15.	Power Edge 2850	HGSR6B1	
16.	Power Edge 2850	DL8KDC1	
17.	Power Edge 2850	387G491	
18.	Power Edge 2850	787G491	
19.	Power Edge 2950	67ZXGG1	
20.	Power Edge 2950	J6ZXGG1	
21.	Power Edge 2950	JG4PJH1	
22.	Power Vault MD 1000	6NW1NG1	
23.	Power Vault MD 1000	18J7LK1	
24.	Power Edge 2950	47SXHH1	
25.	Power Edge 2950	67SXHH1	
26.	Power Edge 2850	CZZDY51	
27.	Power Edge 2850	D577T61	
28.	Power Edge 2950	27SXHH1	
29.	Power Edge 2950	57SXHH1	
30.	PowerEdge R710	767WVH1	
31.	PowerEdge R710	767XVH1	
32.	PowerEdge R710	768RVH1	
33.	Power Edge 2850	DP9S981	
34.	Power Edge 2850	6Q9S981	
35.	Power Vault 132T	DPJ0P11	
36.	Power Edge 2850	5XT6M81	
37.	Power Edge 2950	FYDWWC1	
38.	Power Edge 2950	4Q3VMB1	
39.	Power Edge 2850	8BVCW61	
40.	Power Edge 2850	2BVCW61	
41.	Power Edge 2850	5PCC361	
42.	Power Edge 2850	4BVCW61	
43.	Power Edge 2850	4172J61	

44.	Power Edge 2850	7172J61	
45.	Power Edge 2850	HZZDY51	
46.	Power Vault 132T	B76ML41	
47.	Power Edge 2950	47SXHH1	
48.	Power Edge 2950	27SXHH1	
49.	Power Edge 2950	57SXHH1	
50.	Power Edge 2950	67SXHH1	
51.	Power Edge 2850	D577T61	
52.	Power Edge 2850	CZZDY51	
53.	Power Edge 2850	1KXGCB1	
54.	Power Vault 132T	FSFQK31	
55.	Power Vault 132T	FN91P21	
Total Price			

Response time shall be 4 hours or less.
Period of performance for 24 x 7 On-Site Maintenance shall be:
10/01/2012 – 09/30/2013

Questions and Answers for RFQ-RT-12-00168

1. Is the Dell equipment still under the manufacturer's warranty?

A: No

2. Can we get the Dell Tag numbers for all of the equipment?

A: Yes

3. Is maintenance for Hardware only not including software?

A: Yes

4. Will contractor be able to utilize remote monitoring of the servers?

A: No

5. Is there an incumbent providing these services now? If so who is it and what is the contract number?

A: Yes, FasTech, Inc. in Laurel, MD provides maintenance on some devices. All devices are operational, but some are not covered under a maintenance contract.

6. How many people would the EPA like to see on this contract?

A: This contract is for parts and repair. Depending on the repair needed, the vendor might send a part for us to make the repair, dispatch a technician to make the repair on site, or replace the equipment. The vendor may decide to store certain parts like hard drives on site in anticipation of failures.

7. How many FTEs does the contract call for?

A: None

8. Does the EPA have any special requests for this bid?

A: No

9. Is there any historical data for the number of service calls or maintenance tickets placed per month on the equipment to be maintained?

A: EPA does not have historical data, but a repair vendor should.

10. Will it be the contractor's responsibility to procure all spare parts and or replacement parts for the dell equipment?

A: Yes

11. Solicitation mentions 4 hour response, however does not give a SLA for completed and closed out repair. Does the Government have a SLA for complete fix after the 4 hour response time?

A: No. In the past, the vendor has frequently shipped a replacement part overnight and EPA performed the repair. Generally, the 4 hour response means telephone support to determine whether to ship a replacement part overnight, to ship a replacement device overnight, or to dispatch a technician.

12. What is the original date of purchase of each piece of equipment?

A: We can supply the Dell Tag numbers.

13. Is the equipment currently covered under a warranty plan?

A: No. The equipment has reached an age that the original manufacturer will not warranty the equipment. This is a third party maintenance agreement for older equipment.

14. Please provide a complete configuration of each piece of equipment; please include all component parts.

A: The vendor can use the Dell Tag number to get that information.

15. Please provide operating system of each server

A: Not relevant. This is a hardware only support contract.

16. Please provide operational environment of each piece of equipment; for example climate controlled data center or server room with power surge protection and battery backup.

A: All equipment will be in either the NCC Data Center or the RTF Silo Room. Both are climate controlled with surge protection and battery backup.

17. Who will be handling the hardware warranty support?

A: This contract is a hardware only support contract for equipment that is no longer eligible for manufacturer's warranty.

18. Who will be handling the operating system maintenance and support?

A: EPA